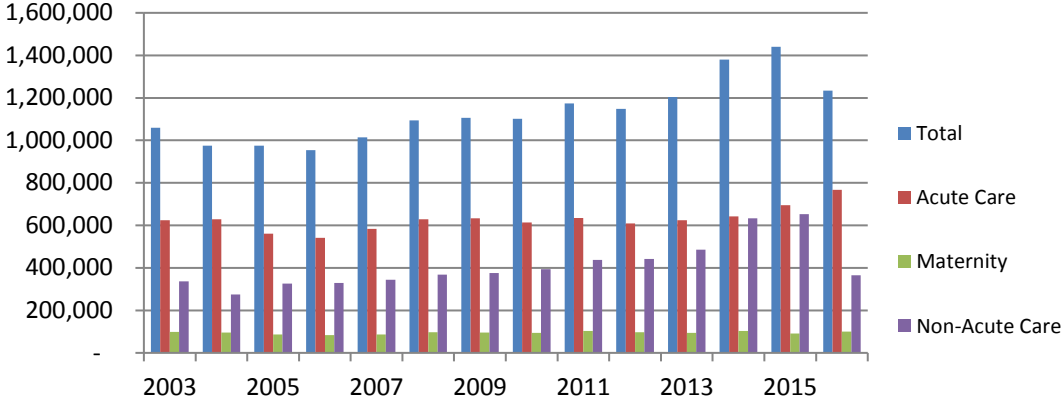
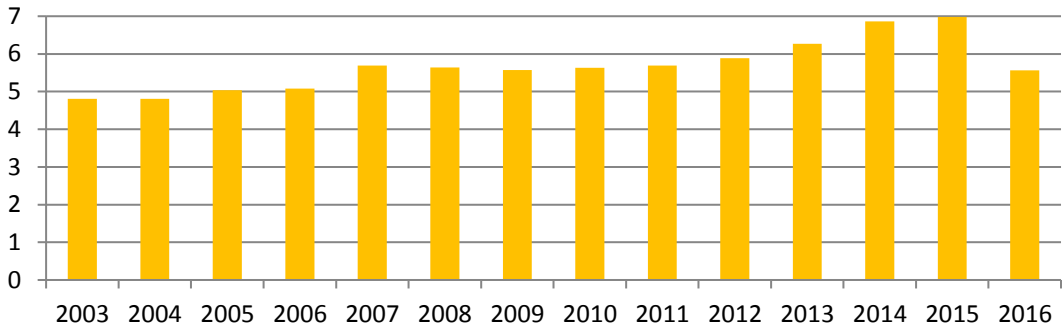


Inpatient Non-Behavioral Health Discharge Days



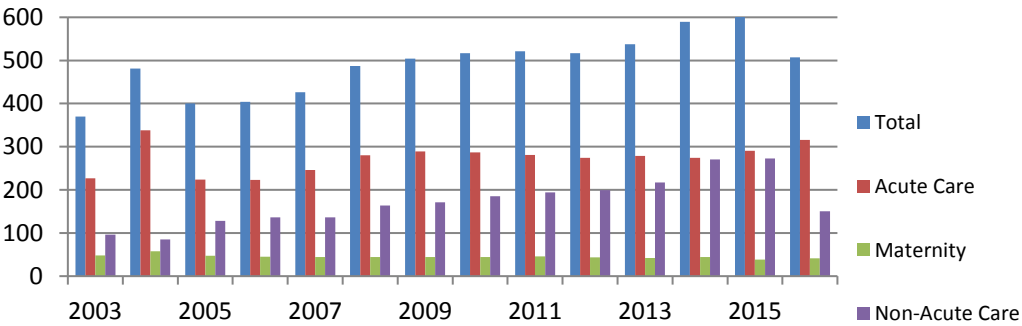
\* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014.

Inpatient Non-Behavioral Health Average Length of Stay



\* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014.

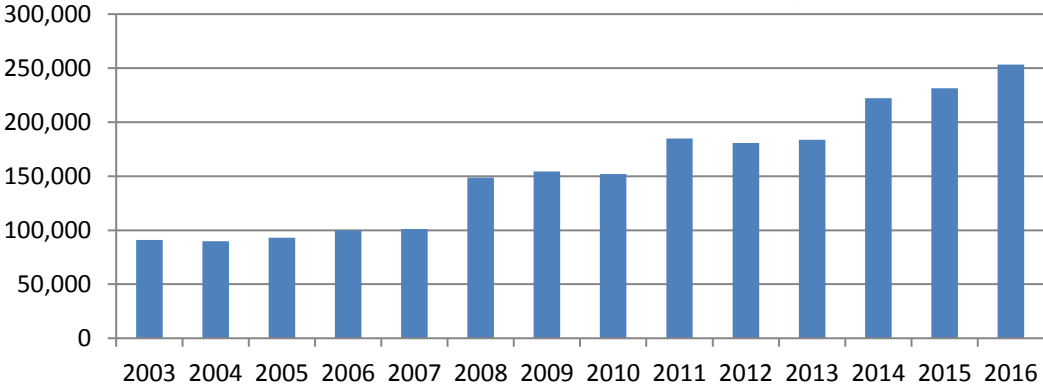
Inpatient Non-Behavioral Health Annualized Discharge Days per 1,000 Members



\* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014.

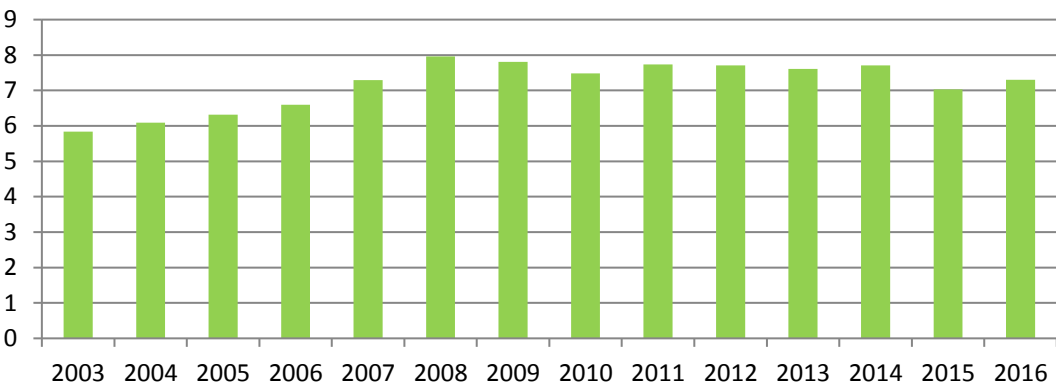
HMO Utilization 2003-2016

Inpatient Behavioral Health Total Discharge Days



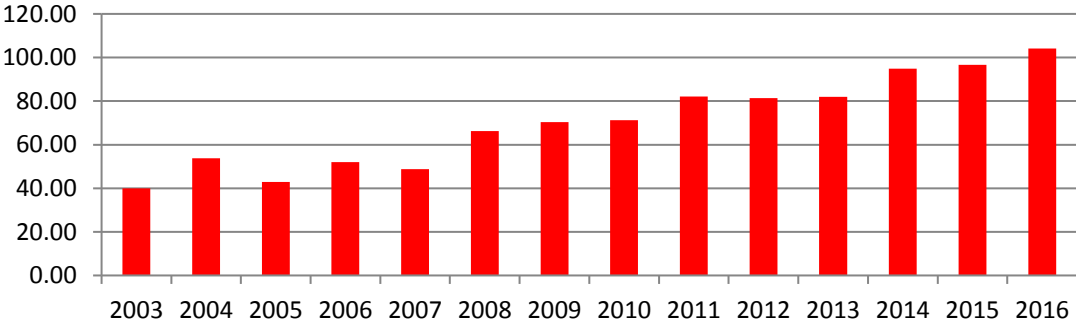
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Inpatient Behavioral Health Average Length of Stay



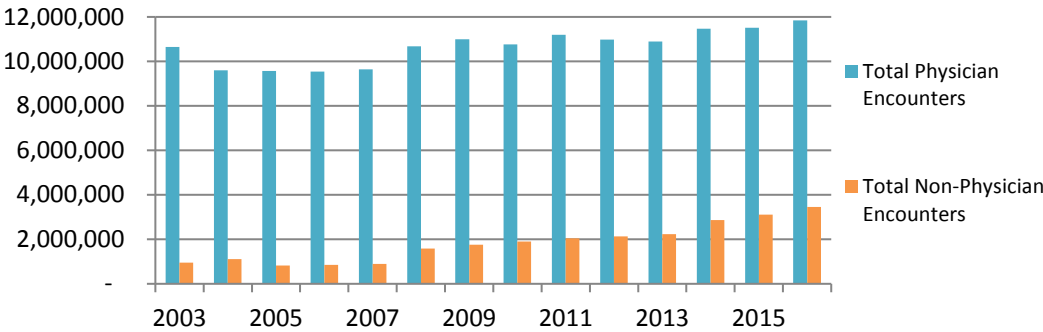
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Inpatient Behavioral Health Annualized Discharge Days per 1,000 Members



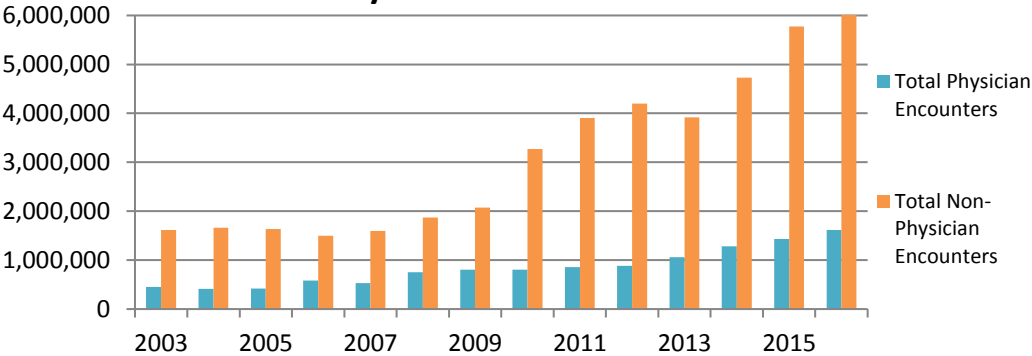
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Outpatient Non-Behavioral Health Physician and Non-Physician Encounters



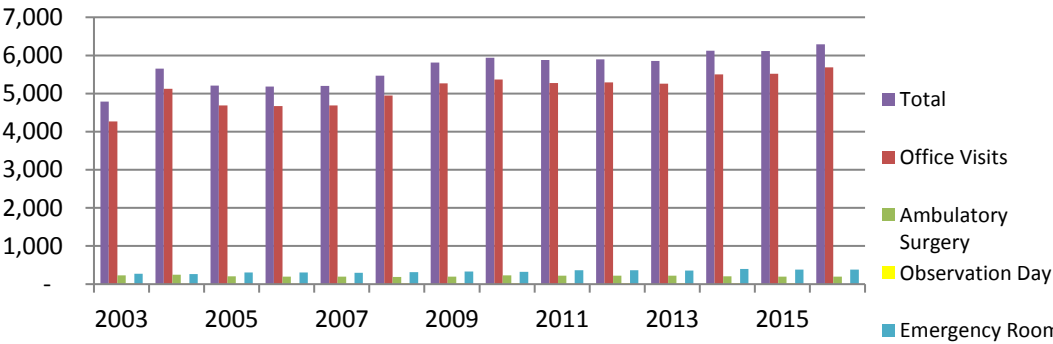
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Outpatient Behavioral Health Physician and Non-Physician Encounters



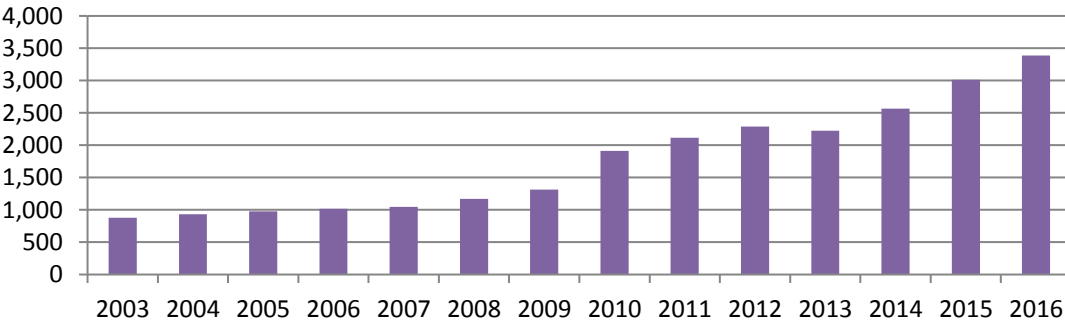
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Outpatient Non-Behavioral Health Annualized Encounters per 1,000 Members



\* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014.

Outpatient Behavioral Health Annualized Encounters per 1,000 Members



\* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014.